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BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF HAWAII

In the Matter of the Application of)
HAWAIIAN ELECTRIC COMPANY, INC.)
For Approval to Commit Funds in)
Excess of \$500,000 for)
Item P8950000, Installation of)
Automatic Call Distribution System.)
_____)

DOCKET NO. 01-0273

RECEIVED
2001 DEC 19 P 4:11
DIV. OF CONSUMER ADVOCACY
DEPT. OF COMMERCE AND
CONSUMER AFFAIRS
STATE OF HAWAII

ORDER NO. 19107

Filed Dec. 19, 2001
At 8:00 o'clock A.M.

Karen Higashi
Chief Clerk of the Commission

ATTEST: A True Copy
KAREN HIGASHI
Chief Clerk, Public Utilities
Commission, State of Hawaii.

K. Higashi

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF HAWAII

In the Matter of the Application of)	
HAWAIIAN ELECTRIC COMPANY, INC.)	Docket No. 01-0273
For Approval to Commit Funds in)	
Excess of \$500,000 for)	Order No. 19107
Item P8950000, Installation of)	
Automatic Call Distribution System.)	

ORDER

I.

By application filed on August 14, 2001, HAWAIIAN ELECTRIC COMPANY, INC. (HECO) requests commission approval to commit an estimated \$930,772 for Item P8950000, relating to the installation of an automatic call distribution (ACD) system at its Ward Avenue complex, 820 Ward Avenue, in Honolulu. HECO makes its request in accordance with Section 2.3.g.2 of General Order No. 7, *Standards for Electric Utility Service in the State of Hawaii*.

By Order No. 19001, filed on November 7, 2001, the commission granted HECO's request to extend, from November 12, 2001, to December 14, 2001, the General Order No. 7, Section 2.3.g.2 deadline for the commission to issue its decision on HECO's application. Presently, by letter dated December 13, 2001, HECO requests a further extension of time, from December 14, 2001, to January 11, 2002. HECO seeks this second extension in order to provide additional time for:

(1) HECO to respond to the Division of Consumer Advocacy's (Division) informal information requests; and (2) the Division to complete its investigation and file a position statement.

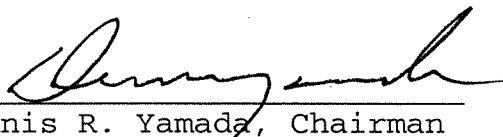
Upon review, the commission will grant HECO's request to extend the applicable Section 2.3.g.2 deadline, from December 14, 2001, to January 11, 2002.

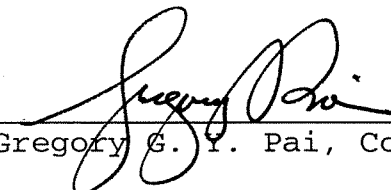
II.

THE COMMISSION ORDERS that HECO's request to extend the applicable General Order No. 7, Section 2.3.g.2, deadline, from December 14, 2001, to January 11, 2002, is granted.


DONE at Honolulu, Hawaii this 19th day of December, 2001.


PUBLIC UTILITIES COMMISSION
OF THE STATE OF HAWAII

By 
Dennis R. Yamada, Chairman

By 
Gregory G. I. Pai, Commissioner

APPROVED AS TO FORM:


Michael Azama
Commission Counsel

By 
Wayne H. Kimura, Commissioner

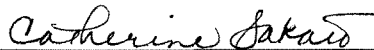
CERTIFICATE OF SERVICE

I hereby certify that I have this date served a copy of the foregoing Order No. 19107 upon the following parties, by causing a copy hereof to be mailed, postage prepaid, and properly addressed to each such party.

DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
DIVISION OF CONSUMER ADVOCACY
P. O. Box 541
Honolulu, HI 96809

WILLIAM A. BONNET
VICE PRESIDENT, GOVERNMENT AND COMMUNITY AFFAIRS
HAWAIIAN ELECTRIC COMPANY, INC.
P. O. Box 2750
Honolulu, HI 96840-0001

LORIE ANN NAGATA
TREASURER
HAWAIIAN ELECTRIC COMPANY, INC.
P. O. Box 2750
Honolulu, HI 96840-0001



Catherine Sakato

DATED: December 19, 2001